



**Classification:** Section Chief - Operations and Training Unit

**Title Code:** V07439

**Pay Range:** E07

**POSITION SUMMARY:** This position is primarily responsible for overseeing the policies and procedures impacting dispatch operations and training at the local troops. An employee in this position also serves as liaison between field personnel and the Department of Public Safety's Office of Interoperable Communications relating to MOSWIN and is responsible for all operations and activities related to the section's involvement with the MULES/NCIC/NLETS systems, as well as the Patrol's radio and telephone network.

**DESCRIPTION OF DUTIES PERFORMED:** (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Maintains liaison with troop chief operators in order to better supervise, coordinate, and direct the operation of the section.

Supervises the efforts of communications personnel involved with the statewide training programs and CAD implementations.

Develops and maintains all division Standard Operating Procedures and provides draft proposals for general orders impacting the Communications Division.

Coordinates the development and operation of troop computer applications with communications personnel.

Coordinates assignments and activities of Communications Division personnel for special events and incident responses.

Supervises the Chief Training Operator and Computer Aided Dispatch (CAD) Administrator, and Mobile Device Unit Technician.

Oversees recruiting, selection, and promotional processes for the Communications Division.

Advises and assists the Director and Assistant Director in matters pertaining to the activities of the division.

May serve as Assistant Director of the Communications Division, if so designated.

Performs other related work as assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:** Working knowledge of the Computer Aided Dispatch (CAD) system utilized by the Patrol.

Working knowledge of the routine use of the Patrol's radio equipment.

Working knowledge of the dispatch console, including the setting up of console specific configuration profiles and accessing networked configuration files.

Working knowledge of preparing and implementing a Communications Plan for incidents requiring interoperable communications.

Working knowledge of the telecommunications systems, both primary and back-up, used by the Patrol for normal operations troop operations.

Working knowledge on the use and administration of mobile devices used by the Patrol.

Working knowledge of the policies and procedures of the Operations and Training Section, User Support Section, and Infrastructure Support Section of the Information and Communications Technology Division and how they cooperatively support the general responsibilities of the division.

Working knowledge of the Patrol's purchasing procedures and guidelines.

Working knowledge of the strategic planning process.

Knowledge of the basic principles and techniques of supervision.

Possess successful time management techniques and organizational skills.

Ability to serve as the Missouri Uniform Law Enforcement System (MULES) Terminal Agency Coordinator (TAC) for the Communications Division.

Ability to respond quickly and effectively in critical situations.

Ability to train and assist others in complex technical functions.

Ability to perform job-related travel, as requested.

Ability to gather, assemble, correlate, and analyze facts to be incorporated into reports.

Ability to work closely with others in a cooperative team effort and display leadership abilities, as necessary.

Ability to make decisions in accordance with laws, policies, procedures, regulations and apply these to work problems.

Ability to respond at any time and work long hours without taking a break, possibly in inclement and hazardous weather conditions.

Ability to work with highly sensitive information and in confidential and sensitive areas (e.g. troop evidence rooms, crime laboratories, explosive materials areas, etc.) in a confidential and professional manner.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

**MINIMUM EXPERIENCE AND EDUCATION REQUIRED:** (The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Must have served a minimum of one year as a Chief Operator with the Missouri State Highway Patrol.

**NECESSARY SPECIAL REQUIREMENTS:** Successful completion of the Patrol's Supervision School and other management related courses within 12 months of appointment or as soon as scheduling will allow.

Must be a resident of Missouri throughout employment.

Must possess and maintain MULES and NCIC certification throughout employment.

Must be of good moral character and never been convicted of a felony or any crime involving moral turpitude.

Per General Order 26-07, uniformed civilian employees will not have tattoos or brands on the head, neck, wrists, or hands. The sole exception is that one traditional band style ring tattoo may be displayed on a single finger. Any such ring tattoo will not extend beyond the proximal phalanx. Tattoos and/or brands on any other part of a member or uniformed civilian's body, which would be visible during movements in the performance of their duties while wearing any official uniform or civilian attire, will be completely covered and not visible while on duty.

**FLSA STATUS:** Exempt

**WORK SCHEDULE:** An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.